



KO FTP Service Manual

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Overview of How to Submit an Order

1. Log into the FTP account provided by 36pix. For more information on how to log in to 36pix FTP server please see the accompanied document *Recommendations for using the 36Pix FTP Server*. The following five folders should be visible:

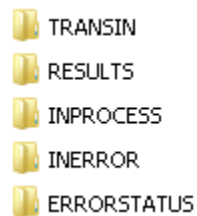


Figure 1 - Folders in FTP Account

2. In the folder *TRANSIN*, upload a folder with images and a *trigger file* (a text file with information regarding the order; see the section *Trigger File and Images Format*)
3. If the trigger file and images are in the appropriate format, the order is automatically copied to *INPROCESS* and the order is processed
4. Once the order is completed, an automated email is sent to notify the completion of the order and the knocked out images are put in the folder *RESULTS*

Notice the folders *ERRORSTATUS* and *INERROR*. Within *ERRORSTATUS* there could be text files which appear when an order is not in the proper format. More details regarding using this folder is covered in section *ERRORSTATUS Folder*. The folder *INERROR* is used internally by 36pix.

The following section covers the requirements for an order to be created.

Trigger File and Images Format

A folder with images and a trigger file must be uploaded in *TRANSIN* with the appropriate format for an order to be created. If they are not in the appropriate format, error emails will be sent (see section *Order Validation Failure Email*).

The image below is an example of a job in the proper format.

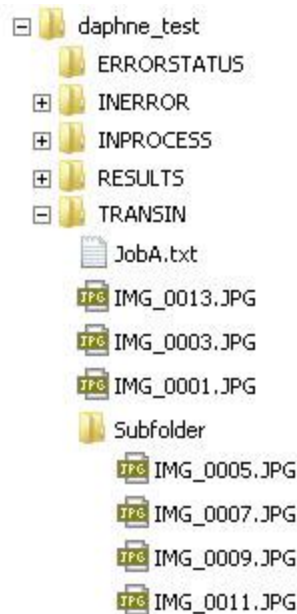


Figure 2 - Example of Files for an Order

***Note** that subfolders are permitted and the results will have the same organization and naming as the original images.*

Trigger File Requirements

This file is used to validate the order before it gets processed. It is a text file with the same name as the folder is put in. Its **expected extension** is **.txt** or **.TXT**

The following text is an example of what is required in a trigger file:

```
ORDER_NAME=JobA
IMAGE_COUNT=7
PRIORITY=RUSH
CONTACTS=jstevenson@36pix.com,ggibson@36pix.com
```

Note this example corresponds to the files shown in Figure 2 - Example of Files for an Order

The following table describes what each field needs to indicate and the required format.

Field	Description
ORDER_NO or ORDER_NAME	Name or number used to identify order This must match the order's folder name
IMAGE_COUNT	Total number of images to be processed This must match the number of images in the order's folder
PRIORITY (optional)	Types of priorities (see the following section for more details): <ul style="list-style-type: none"> • REG • PRIORITY • RUSH • REWORK
CONTACTS (optional)	E-mail addresses of contacts to receive notifications If multiple addresses are needed, separated them by a comma

Trigger File Requirements: Priority Field

This field in the trigger file is used to tell 36pix which orders to process before others and when do you expect each order to return. **Note:** if the PRIORITY field is not specified, it is considered to be REG priority.

Priority	Definition	Notes
REG	Treat order as a <i>regular</i> 48 hour service KO order	If it not indicated in the trigger file, the priority is assumed to be a regular job
PRIORITY	Treat order as a 48 hour service KO order but process it before regular orders	If there are regular orders that are late, priority orders will be processed first regardless
RUSH	Treat order as a 24 hour KO service order	This service costs more than a regular 48 hour service KO order
REWORK	Order that has been processed previously by 36pix and it has some issues with that need to be addressed	When sending these orders, please include an email to jstevenson@36pix.com to confirm the issues with the images

Image Requirements

The image expected is a subject in front of a green screen. To get the best results possible please see www.36pix.com/photo-setups.

The **expected format** is a standard JPEG image with the extension *.jpg* or *.JPG*

Email Messages

The FTP service sends out notification emails which can be useful to track orders and also to fix orders which cannot be processed. For examples of the emails, see *Appendix A – Sample of Emails*.

Through the processing of the order, automated emails are sent back to the customer:

- Order reception email
- Order completed email
- Order validation failure email

The *Order Validation Failure Email* provides feedback to determine what exactly needs to be corrected for an order to be processed. The following section goes into more detail on about the Order validation failure email and the section *How to Fix an Order* provides tips on how to troubleshoot orders which are not in the proper format.

The table below provides a summary of when emails are sent out and who the recipients are.

Email	Action	Recipient(s)
Order reception	Order is created	Contacts setup by 36pix Rep
Order completed	Order is available to download	Contacts setup by 36pix Rep
Order validation failure (15 minutes)	Order is cannot be created <i>15 minutes</i> of inactivity in the order's folder	Contacts setup by 36pix Rep Contacts specified in <i>trigger file</i>
Order validation failure (24 hours)	Order is cannot be created <i>24 hours</i> of inactivity in the order's folder	Contacts setup by 36pix Rep Contacts specified in <i>trigger file</i>

Order Validation Failure Email

If the order is not in the correct format and there has been *15 minutes* of inactivity on 36pix's FTP server for the order, an automatic email will be sent to the customer to help fix the issue. As long as the job is an incorrect format, when there is new activity on an orders folder followed by 15 minutes of inactivity, a new email is sent.

As well, the same email is sent out after 24 hours of inactivity in an orders folder.

ERRORSTATUS Folder

In a user's FTP account, there is the *ERRORSTATUS* folder. In this folder, there are **text files with the orders' name**. Within these text files, is the same information contained as in the *Order validation failure email*.

Note: The text files, in this folder, can be used to resolve an order's issues faster than using emails given that it is updated *every minute* with the any errors of the order, whereas the *Order validation failure email* is only sent after 15 minutes of inactivity.

Tips on how to fix orders (which cannot be processed) are covered in the next section.

How to Fix an Order

The following table provides tips on how to fix an order given feedback in an *Order Validation Failure Email* or from the *ERRORSTATUS* folder.

Message	Troubleshooting Tips
Order with the same name already exists in the system ' <i>[system path]</i> '	<ul style="list-style-type: none"> • Change the name of the order
No trigger file found	<ul style="list-style-type: none"> • Verify that a trigger file has been uploaded in the required format
Mismatched trigger name <i>#[count] : [trigger file name]</i> Folder : <i>[folder name]</i> Trigger: <i>[trigger file name] ...</i>	<ul style="list-style-type: none"> • Change the trigger file's name to match the order's name or vice versa
Cannot open trigger file <i>[trigger file name]</i>	<ul style="list-style-type: none"> • Verify that the trigger file can be opened • Upload the trigger file again
'IMAGE_COUNT' field (<i>[value]</i>) in trigger file ' <i>[trigger file]</i> ' does not match number of JPG images (<i>[image count]</i>)	<ul style="list-style-type: none"> • Upload any missing pictures • Correct the 'IMAGE_COUNT' field in the trigger file and upload it again
'ORDER_NO' or 'ORDER_NAME' field missing in trigger file <i>[trigger file name]</i>	<ul style="list-style-type: none"> • Add the required field to the trigger file and upload it again
'IMAGE_COUNT' field missing in trigger file <i>[trigger file name]</i>	<ul style="list-style-type: none"> • Add the required field to the trigger file and upload it again
Order contains <i>[x]</i> truncated images : <i>[image]</i> ...	<ul style="list-style-type: none"> • Verify that the mentioned image(s) can be viewed • Upload the image(s) again
Malformed line (line <i>[line number]</i>) in trigger file <i>[trigger file name]</i> Expected format : KEY=VALUE	<ul style="list-style-type: none"> • Edit the trigger file such that the line is in the correct format • Verify that all the KEY fields correspond to the section <i>Trigger File Requirements</i>



For More Information

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Appendix A – Sample of Emails

Order Creation Email

From: daphne@36pix.com

Subject: Order '186115' (JobA) was created for Client

Order '186115' (JobA) was created.

Thank you

Daphne

Order Completion Email

From: daphne@36pix.com

Subject: Order '186115' (JobA) has been completed for Client

Order '186115' (JobA) has been completed.

Thank you

Daphne

Order Validation Failure Email

Example 1

From: daphne.ftp.monitor@36pix.com

Subject: Order 'JobA' cannot be processed for Client

This is an automated email; please do not reply.

Order 'JobA' cannot be processed for Client

INFO: MOST RECENT FILE : 2014-12-01_15:54:02 : '/ftp/daphne/TRANSIN/img_1.jpg'

INFO: Contains 96 images, 0 text files.

ERROR: No trigger file found

The current error status could be viewed any time at ftp/daphne/ERRORSTATUS/JobA_err.txt

Have a nice day,

Daphne



Example 2

From: daphne.ftp.monitor@36pix.com

Subject: Order 'Job1' cannot be processed for Client

This is an automated email; please do not reply.

INFO: MOST RECENT FILE : 2014-10-30_16:59:07 : '/ftp/daphne/TRANSIN/Job1/JobA.txt'

INFO: Contains 0 images, 1 text files.

ERROR: Mismatched trigger name #1 : 'JobA'

Folder : Job1

Trigger: JobA (character 4: '1' does not match 'A')

ERROR: No valid trigger file found

The current error status could be viewed any time at ftp/daphne/ERRORSTATUS/Job1.txt

Have a nice day,

Daphne



Example 3

From: daphne.ftp.monitor@36pix.com

Subject: Order 'Job1' cannot be processed for Client

INFO: MOST RECENT FILE : 2014-11-21_16:44:34 : '/ftp/daphne/TRANSIN/Job1/ACS-0534675-0004.jpg'

INFO: Contains 6 images, 0 text files.

ERROR: No trigger file found

ERROR: Job contains 3 truncated images :

/ftp/daphne/TRANSIN/Job1/ACS-0534675-0002.jpg (161488 bytes)

/ftp/daphne/TRANSIN/Job1/ACS-0534675-0005.jpg (360448 bytes)

/ftp/daphne/TRANSIN/Job1/ACS-0534675-0006.jpg (222644 bytes)

The current error status could be viewed any time at ftp/daphne/ERRORSTATUS/Job1_err.txt

Have a nice day,

Daphne